

Remarks

Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 are pending in the application. Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 were rejected.

Claims 1-2, 5-15, 18-28, 31-49, 52-69, 72-89, 92-108, 111-123, 126-138, and 141-145 stand rejected under 35 U.S.C. § 102(e) over U.S. Patent 6,493,447 (Goss et al.). Applicant respectfully traverses the rejection and requests allowance of all of the pending claims.

Independent claims 1, 14, and 27 require identifying a web call center resource in response to receiving the call request message, wherein identifying the web call center resource is based upon information stored in a cookie or based upon information stored in a digital certificate. Independent claims 40, 61, and 81 require determining whether any web call center resource is available to handle the web call in response to receiving the call request message, wherein determining whether any web call center resource is available is based upon information stored in a cookie or based upon information stored in a digital certificate. Independent claims 101, 116, and 131 require identifying the web service application for the web call in response to the call request message, wherein identifying the web service application is based upon information stored in a cookie or based upon information stored in a digital certificate. Advantageously, the claims may be implemented in some embodiments to handle an incoming web call.

Goss does not disclose using a cookie or digital certificate to identify a web call center resource, as is asserted by the Office Action. In addition, Goss does not disclose using a cookie or digital certificate to determine whether any web call center resource is available or to identify a web service application.

Instead, as is correctly stated in the Office Action, Goss uses information stored in a cookie to identify the customer placing the call to a call center (see col. 6, lines 27-33 and 61-65). Therefore, Goss does not disclose all of the elements of the independent claims and does not anticipate the present application. Dependent claims 2, 5-13, 15, 18-26, 28, 31-39, 41-49, 52-60, 62-69, 72-80, 82-89, 92-100, 102-108, 111-115, 117-123,

126-130, 132-138, and 141-145 are allowable for the same reasons as independent claims 1, 14, 27, 40, 61, 81, 101, 116, and 131.

Applicants submit that there are numerous additional reasons in support of patentability, but that such reasons are moot in light of the above remarks and are omitted in the interests of brevity. Applicants respectfully request allowance of the pending claims.

Please feel free to call me to discuss the patentability of the pending claims.

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